SBA First Wednesday Seminar starts at 9:30 Central time

Test drive of ReadyTalk

Call-in is 1-866-740-1260, access code 3076601.

Log-in at www.readytalk.com, same code.

Support: 800-843-9166. Have access code.

Introduce yourselves prior to 9:30 if you want
Do not minimize the screen. You will be shut out of
system.

Put your phone on mute. Unless your office is quiet.

We email copies of the PowerPoint upon request.

If listening in groups, email participant names and email addresses in Excel for 1102 credit – within a week of training.

Questions: Ask at any time.

"An investment in knowledge pays the best interest."

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IowaKansas City

Minnesota Nebraska

North Dakota Wichita

St. Louis South Dakota

 Procurement Technical Assistance Centers <u>http://www.dla.mil/db/procurem.htm</u> "Tell me and I forget. Teach me and I remember. Involve me and I learn."

-- Benjamin Franklin

Why Small Business

- Employ 51% of all private sector employees and generate 60% to 80% of net new jobs annually
- Create more than 50% of gross domestic product
- Major source of innovation
- All large were once small
- Taxpayers

Why small business? FAR 19.201 General policy

(a) It is the policy.... to provide <u>maximum practicable</u> <u>opportunities in its acquisitions to small business</u>, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns.

Such concerns must also have the maximum practicable opportunity to participate as **subcontractors**....

A process of elimination.

"Small Business Joint Venture Opportunity"

Key point:

A large business..

..cannot be part of a small business joint venture..

..with the exception of an 8(a) mentor protégé JV.

What is the benefit?

Small business joint venture...

...is able to compete for larger more technically complex contracts

... by combining the capabilities and past performance of venturers..

...thereby increasing competition.

What we are covering



- SBA definition of a small business joint
- 2. Size standards, affiliation, and exceptions
- 3. Limitations on subcontracting and ostensible subcontracting
- 4. Types of small business set-asides, unrestricted competition and joint ventures
- 5. Mentor protégé and 8(a) exception
- 6. What next?

It is the policy of the government to place a **fair proportion** of its acquisitions with:

- 1. Small business,
- 2. Small disadvantaged business (SDB and 8(a)),
- 3. Women-owned,
- 4. HUBZone (Historically Underutilized Business Zone) small business and,
- 5. Service disabled veteran-owned business concerns (SDV).
 - Small Business Act

But contracts get larger

The fair proportion? Small Business Act goals:

Small Business 23%

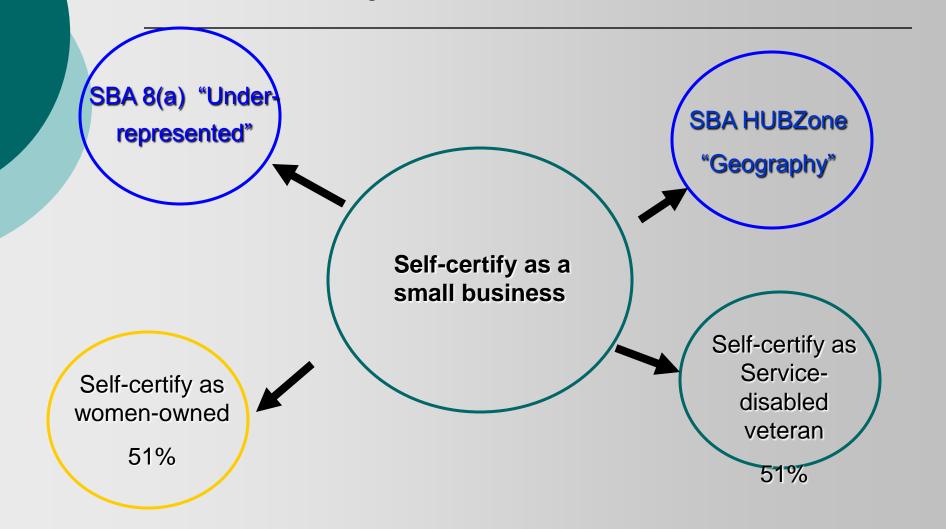
Small disadvantaged business (8(a)) 5%*

Women-owned small businesses 5%

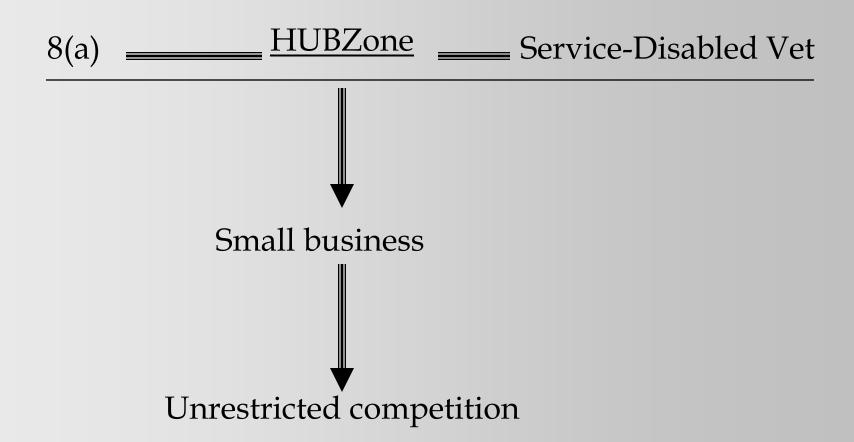
HUBZone (Historically Underutilized Business Zone) 3%

Service-disabled veterans (SDV) 3%

Goals are met through set-asides



Program parity: Set-asides determined by market research



Over \$100,000

1/22/2010

Either a joint venture or subcontracting – not teaming

FAR 9.601 Reads:

"Contractor team arrangement," as used in this subpart, means an arrangement in which—

- Two or more companies form a partnership or joint venture to act as a potential prime contractor
- A potential prime contractor agrees with one or more other companies to have them act as its subcontractors under a specified Government contract or acquisition program.

Why form JVs or perform as a subcontractor?

For primes:

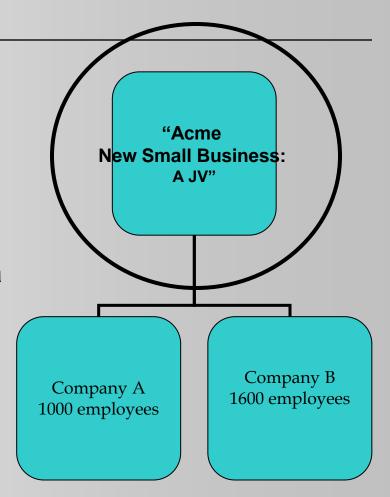
- Enhances competitive posture
- Shares risk

For Subcontractors:

- Capture new business with less risk
- Fair share after award
- Federal market access

Think of a small business joint venture.....

.....as you would think of a new business entity.



Just what is a small business joint venture (JV)? SBA CFR definition:

- An association of individuals and/or concerns with interests in any degree or proportion by way of contract, express or implied,
- Consorting to engage in and carry out no more than three specific or limited-purpose business ventures for joint profit over a two year period ("3-2 rule": Three JV **submissions** in two years.*)
- * Note that the regs do not prohibit forming a new JV when the 3-2 rule is met.

Just what is a small business joint venture (JV)? SBA CFR definition:

- Combining efforts, property, money, skill, or knowledge,
- But not on a continuing or permanent basis for conducting business generally.
- The joint venture is viewed as a business entity in determining power to control its management.

About Joint Ventures

Joint venture may be in the form of:

- Formal: A new legal entity
- Informal: May be informal arrangements so long as the agreement between the business concerns explains that it is a joint venture
- May be informal as long as the agreement meets the regulation's definition of joint venture

About joint ventures

- Contract Registered in CCR in joint venture's name
- Contract in joint venture's name
- Contract performance responsibility lies with the JV
- Agreement must include sharing profits/losses proportionate to each party's contribution to the business operation

And furthermore -

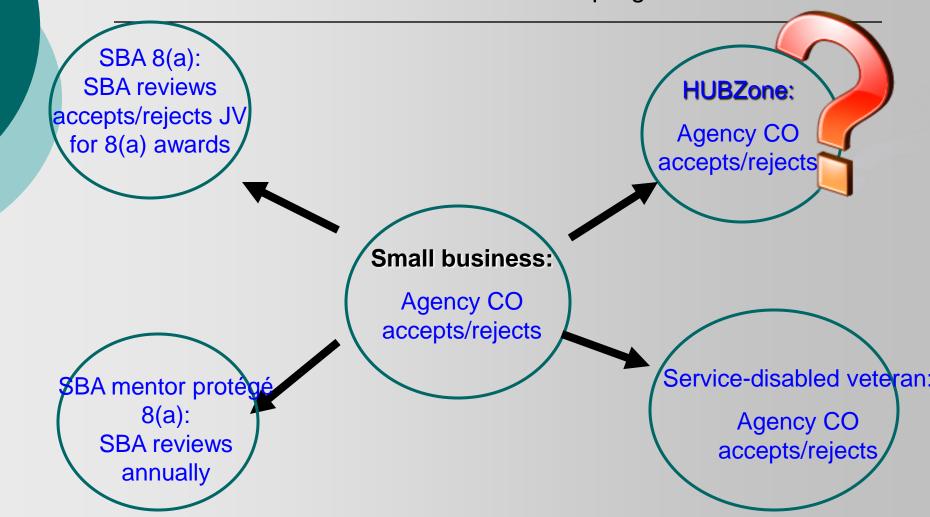
A small business joint venture -

- Consists only of small businesses except 8(a)
 MP
- Self-certifies that it is "small"
- Is subject to the regulations as they govern small business – just like any other small business
- Is reviewed by the contracting officer, not SBA. (Except for 8(a)).

JV for all types of small business set-asides

- Small business JV for small business set-asides and unrestricted competition
- 2. 8(a) JV for 8(a) set-asides. (8(a) mentor-protégé is different.)
- 3. HUBZone JV for HUBZone set-asides and unrestricted competition, according to the regulations.
- 4. SDV JV for SDV set-asides

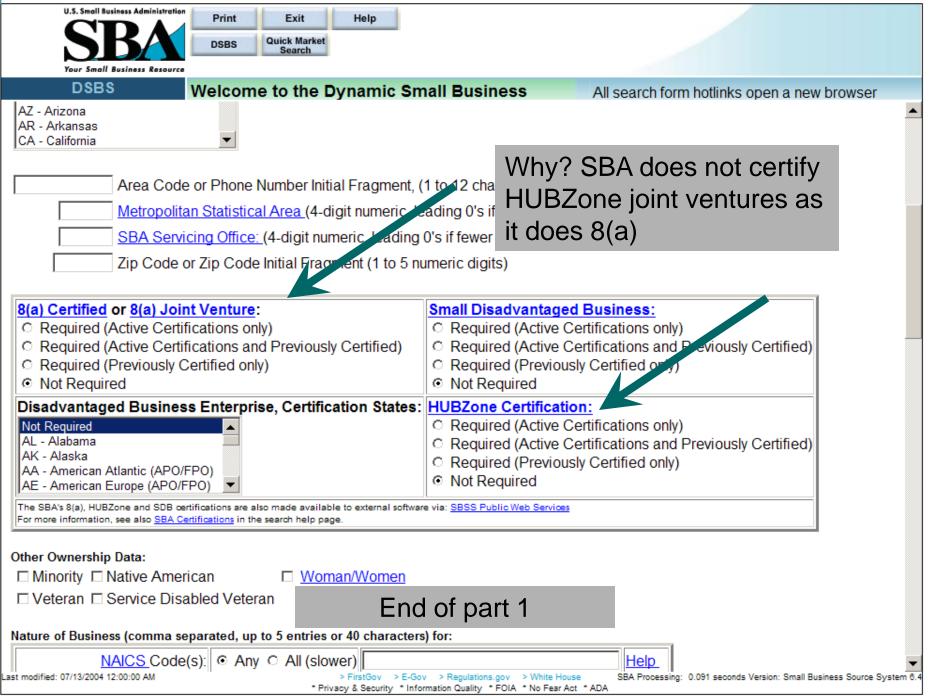
FAR allows for JVs in these set-asides programs



A big question: SBA and Dynamic Small Business Search in www.ccr.gov

Type of JV	SBA JV approval?	CCR listing as joint venture?
Small business*	N	Υ
8(a) SBA certified	Y	Υ
8(a) MP	annually	Υ
HUBZone SBA certified	N	N ?
SDVOSB	N	Υ

^{*}GAO case pending



 ∇

What we are covering

- 1. SBA definition of a small business joint venture
- Size standards, *affiliation*, and exceptions
- 3. Limitations on subcontracting and ostensible subcontracting
- 4. Types of small business set-asides, unrestricted competition and joint ventures
- 5. Mentor protégé and 8(a) exception
- 6. What next?

Is your JV "small" for particular acquisition? (Self-certification)

- NAICS (North American Industry Classification System) code for the acquisition
- SBA size standard: Three year average annual revenues
- SBA size standard: Number of employees over the last 12 months

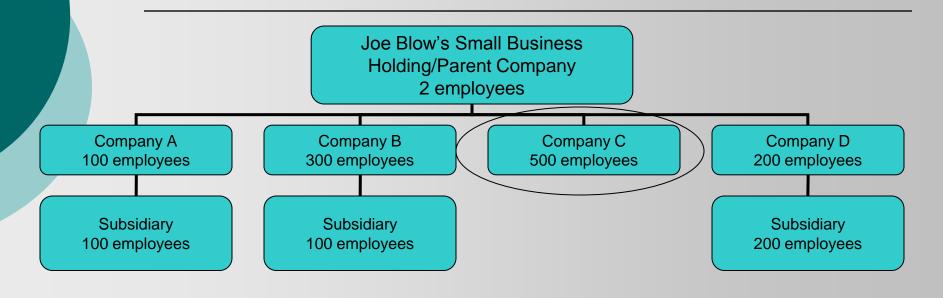
Finding NAICS code descriptions at: http://www.naics.com/

Finding size standards for a NAICS code at: http://www.naics.com/



The plot thickens: "Affiliation"

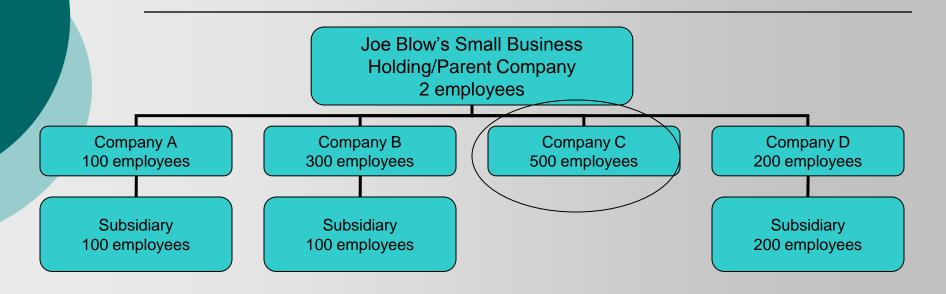
Example: How we usually look at affiliation



1500 employee size standard Is Company C a small business?



Example: How we usually look at affiliation



1500 employee size standard

Is Company C a small business? Yes

"Affiliation" with others: Who is in control of the small business?

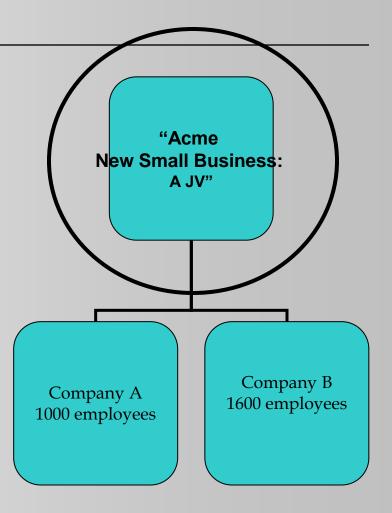
Others have power to control your business through:

- Ownership of multiple businesses
- Common stockholders
- Common management
- Identical business interests
- Contractual relationships
- Joint venture arrangements (for that "new small business)

You are not viewed as being totally independent

This JV is affiliated so we combine revenues of the venturers to determine size.

Self-certification



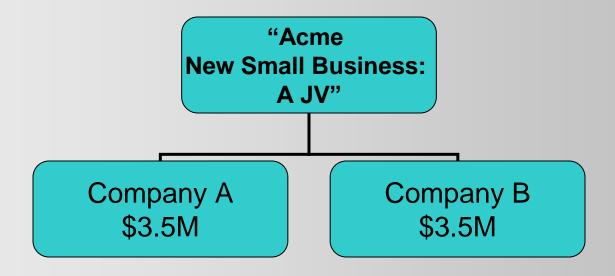
So what? Is your joint venture "small" for particular acquisition?

Self-certification

- ■Combine total revenues or employees of the venturers to determine size since the venturers are affiliated.
- You may be a large business.
- So you are ineligible to compete for set-asides individually or as a joint venture.

SBA size regulations at 13 CFR 121.103), 13 CFR 121.103(h)(2) and FAR 19.101 (7)

Case 1: Small business JV and affiliation

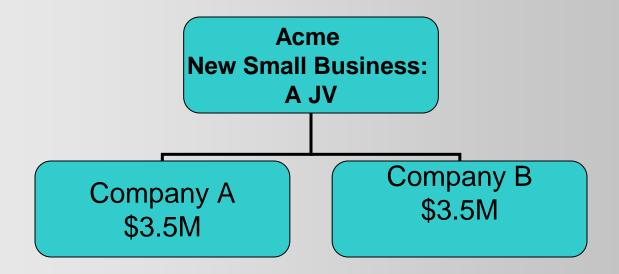


Environmental consulting services code 541620: \$6.5M

Case 1: Small business JV and affiliation

- Small business set aside
- Environmental consulting services NAICS: 541620
- o Revenue-base size standard: \$6.5 million
- Estimated value of contract award: \$3.0 million
- Joint venture firms are affiliated
 - 1. Small business A: \$3.5 M average annual receipts
 - Small business B: \$3.5 M average annual receipts
- Can firms with combined receipts of \$7 million compete as a Acme small business joint venture for the set-aside?

Case 1: Small business JV and affiliation



Environmental consulting services code 541620: \$6.5M

No. The firms are affiliated as a JV. Combined revenues of JV companies exceed the size standard.

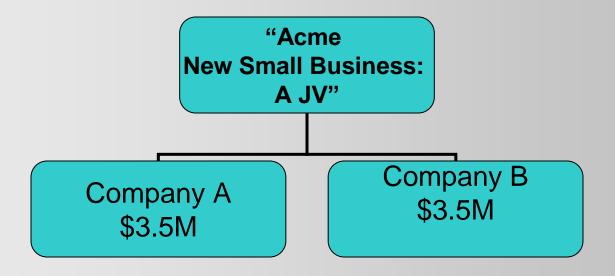
But there are exceptions to most rules ("relaxed rule"):

Size regs at 13 CFR 121.103(h)(3) and FAR 19.101 (7):

- 1. If the procurement is too large for small business to compete. (Bundling).
- 2. Or if there is a large procurement:
 - (a) Greater than half of the size of the revenue-based size standard.
 - (b) Over \$10 million for employee-based size standard.

Then affiliation for small business joint ventures is waived.

Case 2: Small business JV and affiliation

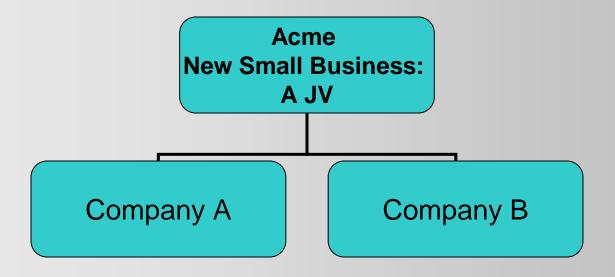


Environmental consulting services code 541620: \$6.5M

Case 2: Small business JV with an exception to affiliation

- Small business set aside
- Environmental consulting services NAICS: 541620
- Revenue-based size standard:
 - \$6.5 million. Estimated value of contract award: \$4.0 million.
- Joint venture firms affiliated?
 - 1. Small business A: 3.5M average annual receipts
 - 2. Small business B: \$3.5M average annual receipts
- Can these small firms compete as a small business joint venture for the set-aside?

Case 2: Small business JV and affiliation



Environmental consulting services code 541620: \$6.5M

Yes. The only requirement is that Company A and Company B be small businesses. Affiliation rule waived.

What we are covering

- 1. SBA definition of a small business joint venture
- 2. Size standards, affiliation, and exceptions
- Limitations on subcontracting and ostensible subcontracting
- 4. Types of small business set-asides, unrestricted competition and joint ventures
- 5. Mentor protégé and 8(a) exception
- 6. What next?

Limitations on subcontracting apply to small businesses and small business joint ventures too

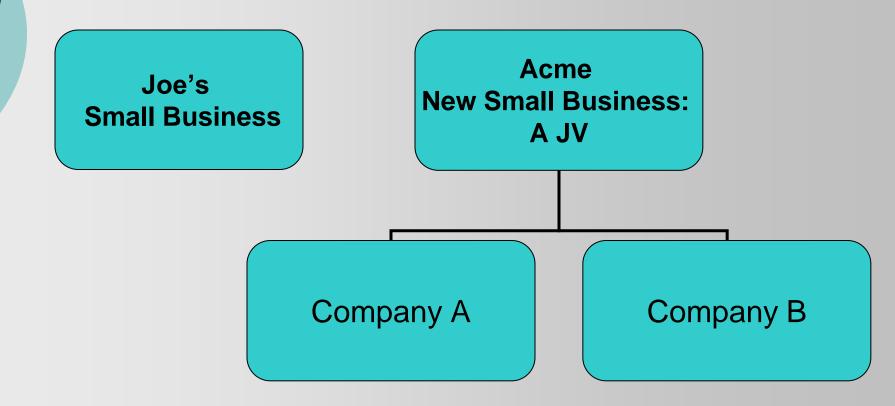
FAR clause 52.219-14

Services Provide 50% of personnel costs	Supplies Provide 50% of cost of manufacturing, excluding materials
General Construction Perform 15% of cost of contract with own employees, excluding materials	Special Trade Construction Perform 25% of cost of contract with own employees, excluding materials

SBA Certificate of Competency: 13 CFR125.6 or FAR 19.6



Limitations on subcontracting applies to a small business and to a small business JV – both must comply



Should you joint venture vs. or subcontract?

Joe's: Regular small business federal prime contractor and subcontracting:

- You can only subcontract so much
- Only the prime is on the line for contract performance

Acme JV: Small business joint venture federal prime contractor and subcontracting:

- You can only subcontract so much
- Joint venturers are on line for contract performance
- Has larger capacity resources
- May have stronger past performance. FAR 15.305(2) (iii)



Ostensible subcontracting rule for small businesses and small business JVs

Jane's Small Business

Large business subcontractor

FAR 19.101 (7) (ii) on ostensible subcontracting rule

- Joint venture—...... Moreover, an ostensible subcontractor which is to perform primary or vital requirements of a contract..
- .. may have a controlling role such to be considered a joint venturer affiliated on the contract with the prime contractor.

13 CFR 121.103(h)(4))

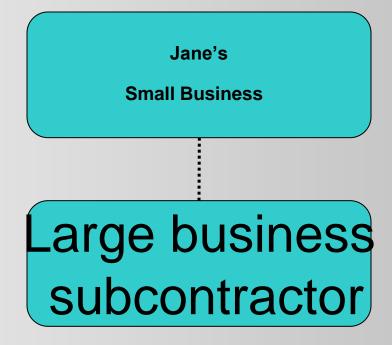
"Affiliation again:" Subcontractor control?

- Unusual reliance.
- Subcontractor that performs primary and vital requirements or a subcontractor upon which the prime contractor is unusually reliant.
- May occur even when limitations on subcontracting are met.

Does the subcontractor have control? "Ostensible subcontractor rule" factors

- 1. Who will manage the contract?
- Which party possesses the requisite background and expertise to carryout contract?
- 3. Who "chased" the contract?
- 4. What degree of collaboration was there on the bid?
- 5. Are there discrete tasks to be performed or is there a commingling of personnel and materials?
- 6. What is the relative amount of work to be performed by each?
- Which party performs the most complex and costly contract functions

Ostensible subcontracting rule



If apparent low offer, a size protest is made to SBA per FAR 19.302.

Subcontractor is treated as an affiliate (or JV) so revenues or employees are combined to determine size. (A large business rule.)

End of part 3

What we are covering

- 1. SBA definition of a small business joint venture
- 2. Size standards, affiliation, and exceptions
- 3. Limitations on subcontracting and ostensible subcontracting
- Types of small business set-asides, unrestricted competition and joint ventures
- 5. Mentor protégé and 8(a) exception
- 6. What next?

1. Set-asides for small business and small business joint ventures – and all types of small business

- JV must be in CCR.
- JV consists of small firms venturers only.
- Affiliation exceptions for large procurements.
- Ostensible subcontractor rule scrutiny, and subcontracting limitations apply for small business set-asides.
- "3-2 rule": Three JV submissions in two years.

2. 8(a) sole source or competitive

- At least one firm is 8(a) certified and less than one half the size standard corresponding to the NAICS code assigned to the contract.
- Small businesses venturers only
- Competes only for 8(a) procurements.

2. 8(a) sole source or competitive

- 8(a) firm must manage and furnish employee project manager.
- 8(a) firm must earn at least 51% of profits.
- SBA approves each JV submission. JV is 8(a) project specific.

3. HUBZone

JV consists of HZ firms only.



- At least 50% of the cost of personnel must be performed by HUBZone firms. 13 CFR 126.700
- See FAR 52.219-3: Notice of Total HUBZone Set-Aside
- http://www.sba.gov/hubzone/

4. Service-disabled vet

Definition of a SDVOSB (CFR 125.8 (g))

- (1) Not less than 51% of which is owned by one or more service-disabled veterans..;
- (2) The management and daily business operations of which are controlled by one or more service-disabled veterans ...; and
- (3) Is a "small" business

SBA: http://www.sba.gov/aboutsba/sbaprograms/ovbd/index.html

VA: www.vetbiz.gov

4. Service-disabled vet

- JV formed per regs with SDV managing partner.
- SDV receives at least 51% of profits.
- See FAR 52.219-27: Notice of Total Service-Disabled Veteran-Owned Small Business Set-Aside

http://www.vetbiz.gov/fpp/fpp.htm

13 CFR 125.15.(b)

Contents of a JV (13CFR 125.15 b(2) for SDVOSB

- 2) Contents of joint venture agreement. Every joint venture agreement to perform an SDVO contract must contain a provision:
- (i) Setting forth the purpose of the joint venture;
- (ii) Designating an SDVO SBC as the managing venturer of the joint venture, and an employee of the managing venturer as the project manager responsible for performance of the SDVO contract;
- (iii) Stating that not less than 51% of the net profits earned by the joint venture will be distributed to the SDVOSB(s)

Contents of a JV (13CFR 125.15 b(2)

- (iv) Specifying the responsibilities of the parties with regard to contract performance, source of labor and negotiation of the SDVO contract;
- (v) Obligating all parties to the joint venture to ensure performance of the SDVO contract and to complete performance despite the withdrawal of any member;
- (vi) Requiring the final original records be retained by the managing venturer upon completion of the SDVO contract performed by the joint venture;

http://www.sba.gov/8abd/ 8(a) regs at 13 CFR 124.513

8(a) JV resource website: http://www.sba.gov/dc/DC_8AJV.html

VA toolkit: http://www.va.gov/vetbiz/library/toolkit.htm

SB JVs compete in unrestricted competition

- 1. Small business (including all categories):
 - Small business JV with small firms only
 - Not subject to limitations on subcontracting
 - Ostensible subcontracting scrutiny applies
 - Affiliation depends upon the size of the contract

SB JVs compete in unrestricted competition

- 2. HUBZone JV competing with 10% price evaluation preference (PEP)
 - Consists of HZ firms only
 - Subject to limitations on subcontracting, ostensible subcontracting, or affiliation scrutiny.

See FAR 52.219-4: Notice of Price Evaluation Preference for HUBZone Small Business

What we are covering

- 1. SBA definition of a small business joint venture
- 2. Size standards, affiliation, and exceptions
- 3. Limitations on subcontracting and ostensible subcontracting
- 4. Types of small business set-asides, unrestricted competition and joint ventures
- Mentor protégé and 8(a) exception
- 6. What next?

For SDB, HUBZones, SDVs and sometimes women-owned small businesses: Federal agency mentor-protégé programs

- Department of Defense:
 - http://www.acq.osd.mil/osbp/doing business/index.htm
- Department of Homeland Security:
 - http://www.dhs.gov/xopnbiz/smallbusiness/editorial 071 6.shtm
- Department of State: <u>http://www.state.gov/m/a/sdbu/c14690.htm</u>
- Department of Energy:
 - http://smallbusiness.doe.gov/Small Business Programs/ Mentor-Protege/mentor-protege.html
- Department of Treasury:
 - http://www.ustreas.gov/offices/management/dcfo/osdbu
 /mentor-protege/

Federal agency mentor-protégé programs

Only SBA 8(a)....

....allows for a mentor-protégé program....

.... that can result in a JV between the mentor and protégé

SBA's mentor-protégé: There are exceptions to most rules

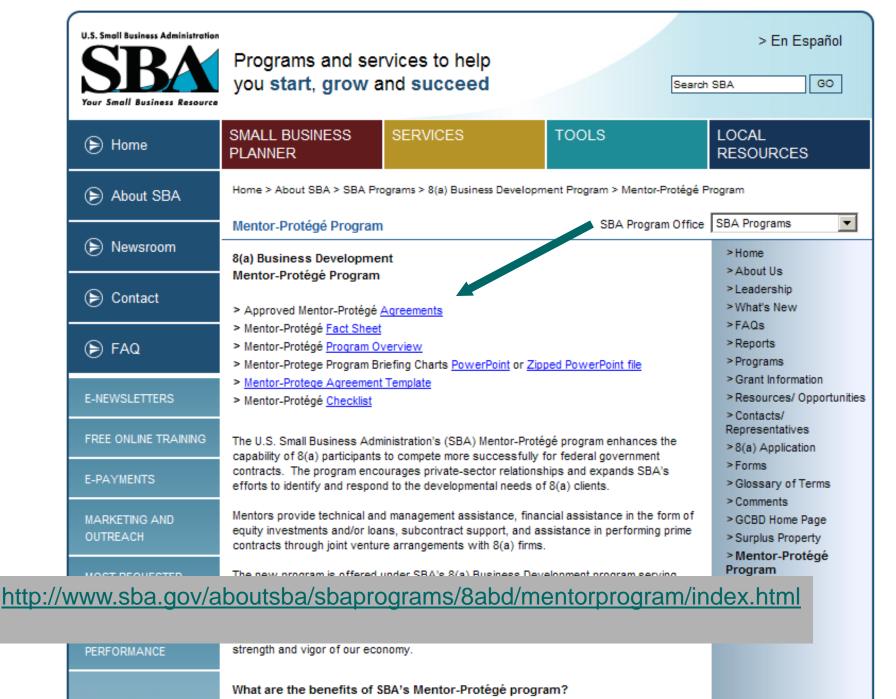
- Only for 8(a) firms
- May result in a JV with an "other than small" business mentor
- May competes as a small business for 8(a) or small business or unrestricted procurements. (13 CFR 121.103(h)(3)(iii))

SBA's mentor-protégé: There are exceptions to most rules

- 8(a) firm must earn at least 51% of profits for JV.
- 8(a) firm must manage and furnish project manager for JV.
- SBA approves each JV submission for 8(a) only.
 (Not for small business set-asides or unrestricted.)
- 8(a) mentor protégé agreement must be reviewed annually by SBA

Small Business Administration websites:

http://www.sba.gov/dc/dc 8amp.html for JV template



Hadar CRA's Montar Brotágá program, protágás con gais the following benefito:

Summary of CFR regulations

SBA size regulations:
13 CFR 121.103(h)

+ HUBZone regs: 13 CFR 126.616

SBA Certificate of Competency:

13CFR125.5

Service-disabled veteran: 13 CFR 125.15(b)

♦ 8(a) and SDB regs:
13 CFR 124.513

Small disadvantaged business:

13 CFR 124.1002(f)

13 CFR website for SBA regs:

http://www.access.gpo.gov/nara/cfr/waisidx 06/13cfrv1 06.html

Case 3: Small business in unrestricted DoD competition

- Industrial Building Construction code 236210
- Size standard: \$31 million
- Estimated value: \$18 million
- Affiliation excepted
- No limitations on subcontracting for small business

Case 3: Small business in unrestricted DoD competition

POSSIBLE SMALL BUSINESS SCENARIOS:

- 1. Small business A bids.
- 2. Small business joint venture B of two small businesses firms.
- 3. Small business joint venture C forms consisting of SBA 8(a) mentor-protégé consisting of an 8(a) with an "other than small" business competes as a small business.
- 4. Small business joint venture D consists of two HUBZone firms. (For HUBZones JVs claiming price 10% PEP, subcontracting limitations and ostensible subcontracting scrutiny apply.)

Summary of small business joint venture set-asides

JV 3-2 rule	Sole source	Competitive set-aside	Subcontracting limitations	Ostensible subcontracting scrutiny	Affiliation size exceptions for JVs		
1. SB	No	Yes	Yes	Yes	Yes		
2. 8(a)*	Yes	Yes	Yes	Yes	Yes		
3. HUBZone	Yes	Yes	Yes	Yes	Yes		
4. SDV	Yes	Yes	Yes	Yes	Yes		

^{*}May be MP-JV that competes for 8a or small business set-asides

Summary of small business joint ventures in unrestricted competition: bundling situation

	JV 3-2 rule	Subcontracting limitations	Ostensible subcontracting scrutiny	Affiliation size exceptions for JVs
1. SB	Yes	No	Yes	Yes
2. 8(a) MP JV	Yes	No	Yes	Yes
3. HUBZone	Yes	Yes*	Yes	Yes

^{*13} CFR 125.6

What we are covering

- 1. SBA definition of a small business joint venture
- 2. Size standards, affiliation, and exceptions
- 3. Limitations on subcontracting and ostensible subcontracting
- 4. Types of small business set-asides, unrestricted competition and joint ventures
- 5. Mentor protégé and 8(a) exception
- What next?

Joint Ventures: Advantages

- Allows several companies to compete
- Compete with larger firms
- All parties have a voice in management
- Each party shares profit
- Experience strategic, long-term growth

Joint Ventures: Disadvantages

- Co-management problems
- Proposal evaluation
- Legal Risks liability
- Form of joint venture

Choosing a venturer: Factors to consider

- Data confidentiality
- Self-assessment of capabilities
- Financial capacity
- Proposal development capabilities
- Competition from potential teammate
- Compatibility of corporate management
- Prior experience and reputation
- Organizational conflicts of interest
- Conflicts and competition on other bids

Just what do you bring to the table?

- 1. What size contract can you handle alone?
- 2. What size of contract could you handle in a joint venture?

Planning for your small business JV

- Put "Joint Venture in the name of your JV"
- Compatibility and mutual commitment. Chemistry.
- Communications: Understanding of expectations, review of performance, and periodic review of agreements.
- Management styles.
- Past performance and resources
- Close geographic proximity

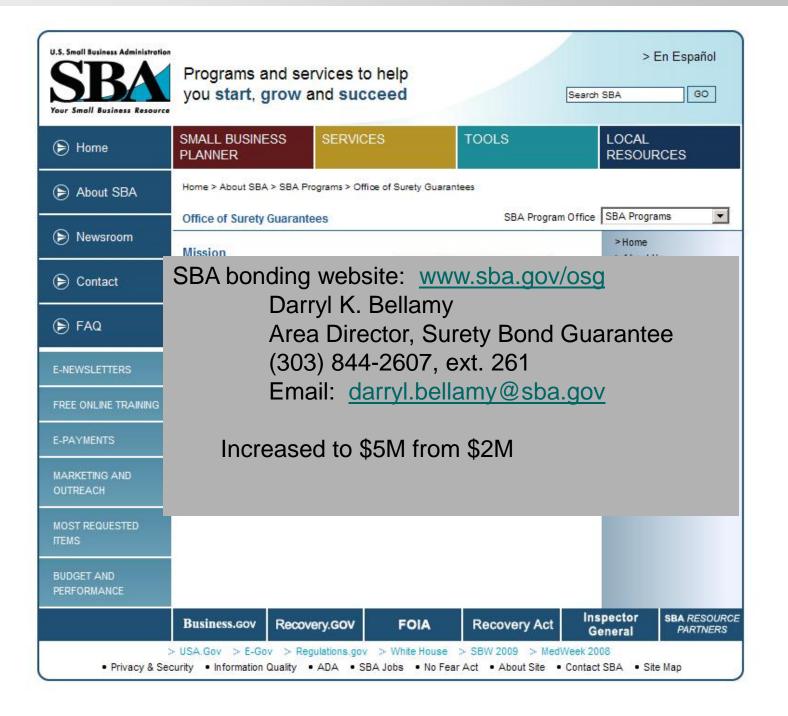
Contents of a JV for 8(a) - 13 CFR 124.513

- Purpose of the JV
- Managing venturer
- Distribution of profits
- Contract performance responsibilities
- Special bank account
- Asset itemization
- Contract oversight
- Percentage of work performed by the JV
- Accounting
- Handling substitution or addition of co-venturers
- Procedures for disputes
- Termination provisions

About the small business joint venture agreement

- Use your attorney, understand, and monitor
- Federal agency may provide special instructions for small business joint ventures in the solicitation
- Federal agency may wish to review JV your agreement





v

Resources

Procurement Technical Assistance Center (PTAC) assistance:
 http://www.dla.mil/db/procurem.htm

- Department of Veteran's Affairs: www.vetbiz.gov
- How does this fit with your business plan? (Small Business Development Centers at: http://www.sba.gov/sbdc/)

Whom to contact for what at SBA

- 1. SBA government contracting area offices
- 2. SBA district offices
- 3. SBA headquarters
- 4. SBA procurement center representatives

SBA Mission

Maintain and strengthen the nation's economy by aiding, counseling, assisting and protecting the interests of small businesses and by helping families and businesses recover from national disasters.

1. Financing and bonding

http://www.sba.gov/financing/index.html

Counseling and technical assistance
 http://www.sba.gov/aboutsba/sbaprograms/ed/index.html



3. Fair access to Federal contracts and subcontracts

Quick reference: Referrals to SBA area offices*

1. Size protests (with recertification)

FAR 19.302

13 CFR 121.1001

13 CFR 121.1010

2. Certificate of competency

FAR 19.6

13 CFR 125.5

3. COC Limitations on subcontracting compliance

FAR 19.601

13 CFR 125.6(f)

4. Closest PCR (procurement center representative)

FAR 19.402

13 CFR 125.2(b)(3)

13 CFR 125.2(b)(3)

5. Locating closest CMR*** (commercial market representative) subcontracting and ESRS matters 13 CFR 125.3

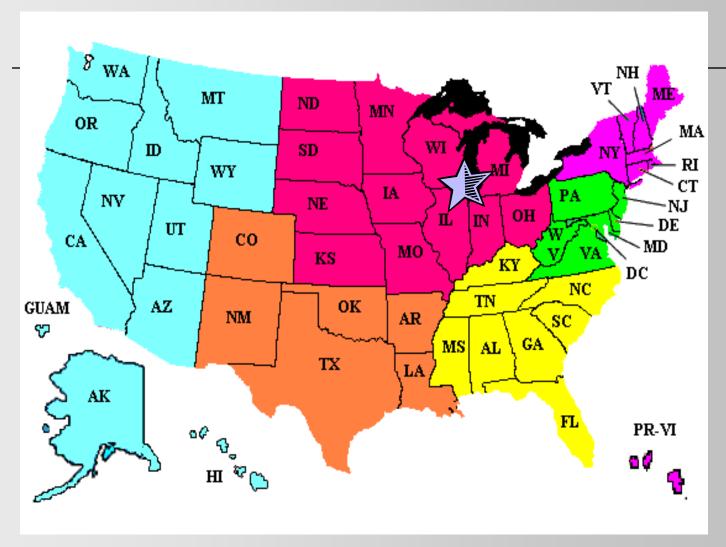
http://www.sba.gov/aboutsba/sbaprograms/gc/contacts/index.html

*** CMRs:

http://www.sba.gov/aboutsba/sbaprograms/gc/contacts/gc_cmr.html

^{*} To locate SBA area offices and closest SBA PCR see:

SBA Government Contracting Areas



Quick reference: Referrals to SBA district offices**

1. 8(a) project offering to servicing SBA office

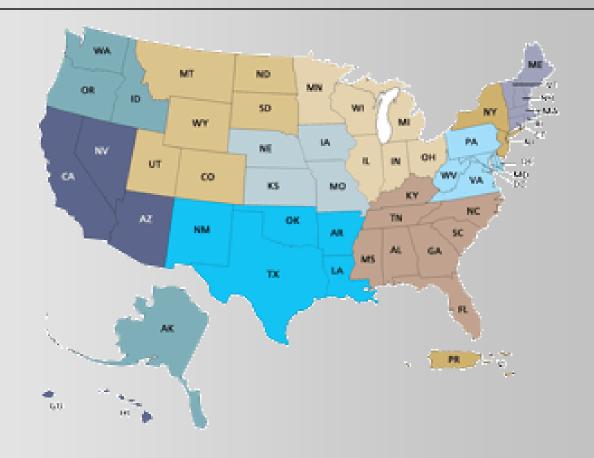
FAR 19.804-2 13 CFR 124.502

2. 8(a) project appeals

FAR 19.810 13 CFR 124.505

** To locate SBA servicing office, check Dynamic Small Business Search at www.ccc.gov and then local resources at http://www.sba.gov/localresources/index.html

SBA District Offices



http://www.sba.gov/localresources/index.html

Quick reference: Referrals to SBA headquarters

1. HUBZone status protests FAR 19.306 13 CFR 126.801

NAICS code appeal FAR 19.30 3
 13 CFR
 121.1103

3. Nonmanufacturer rule waivers

FAR 19.102(f)(1)-(7) 13 CFR 121.1204

4. SDVOSB status protest FAR 19.307

Quick reference: Referrals to SBA PCRs*

1. SBA PCR coordination records

FAR 19..501(b)

13 CFR 125.2

2. Small business set-aside appeals

FAR 19.505

13 CFR 125.2(b)(7)

3. HUBZone set-aside appeals FAR 19.1305

FAR 19.1306

13 CFR 126.61

4. SDVOSB set-aside appeal FAR 19.1405

FAR 19.1406

13 CFR 125.22

5. Reporting bundling to SBA (MATOCs)

FAR 19.202-1(e)(1)

13 CFR 125.2

http://www.sba.gov/aboutsba/sbaprograms/gc/contacts/index.html

^{*} To locate SBA area offices and closest SBA PCR see:

Quick reference: Referrals to SBA PCRs*

6. SBA subcontracting plan reviews-copies

FAR 19.705-5(3) 13 CFR 125.2(b)(6)(iii) FAR 19.705-6(c) 13 CFR 125.2(b)(6)(iii)(C)

7. SBA subcontracting program review

FAR 19.707(4) 13 CFR 125.2(b)(6)(iii)(C)

8. Small business TFD (Termination for default)

FAR 49.402-3 (e)(4))

"Small Business Joint Venture Opportunity"

SBA First Wednesday Seminar starts at 9:30 Central time

Test drive of ReadyTalk

Call-in is 1-866-740-1260, access code 3076601.

Log-in at www.readytalk.com, same code.

Support: 800-843-9166. Have access code.

Introduce yourselves prior to 9:30 if you want

Do not minimize the screen. You will be shut out of
system.

Put your phone on mute. Unless your office is quiet.

We email copies of the PowerPoint upon request.

If listening in groups, email participant names and email addresses in Excel for 1102 credit – within a week of training.

Questions: Ask at any time.

"An investment in knowledge pays the best interest."

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